

ANNUAL REPORT

WHITE PAPERS

DATA SHEETS

WIRELESS 9-1-1
INFORMATION





Marking the way for Emergency Response

Thirty years ago, the United States created a telephone network that revolutionized the public safety industry. In an emergency, most people could pick up a telephone, dial 9-1-1, and know that help was on the way. Today, the 9-1-1 system is still effective, but the infrastructure behind 9-1-1 hasn't changed much from the time of its inception-leaving it unable to bridge gaps to some new communication technologies.

SCC is leading the way in creating innovative products and services for Enhanced 9-1-1 (E9-1-1) that take advantage of today's technologies. We're making E9-1-1 better than ever before-delivering accurate information, faster, to the right people-when seconds count. And our customers-incumbent Local Exchange Carriers (ILECs), Competitive Local Exchange Carriers (CLECs), Integrated Communications Providers (ICPs), and Wireless Carriers-can outsource their 9-1-1 management requirements to us saving them time and money and allowing them to focus on their core business.

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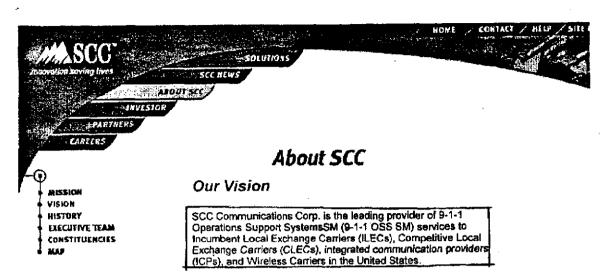
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In addition to our OSS leadership position, it is also our goal to be the leading national provider of complementary services to ILECs, CLECs, and Wireless Carriers. We continue to focus on developing innovative and value-added solutions to provide customers with a comprehensive system for managing the large amounts of dynamic subscriber information needed for an effective 9-1-1 system.

# Corporate Strategy

- Maintain and extend our leadership position in the E9-1-1 wireline data management market
- Capitalize on emerging Wireless Carrier opportunities
- Maintain and extend our leadership position in national Clearinghouse services for CLECs
- Continue to provide essential services to telecommunications carriers
- Continue to develop applications for new commercial products both nationally and internationally

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EXECUTIVE TEAM
CONSTITUENCIES

# Our History

SCC Communications Corp., founded in 1979, is the largest and fastest-growing provider of 9-1-1 services and telecommunications technology systems in North America. Headquartered in Boulder, Colorado, SCC provides products that are utilized directly or indirectly by more than 160 million people around the world.

SCC's primary offering is the large-scale data management and delivery infrastructure necessary to deliver Enhanced 9-1-1 (E9-1-1). From the company's inception, however, we have been well known for the development of innovative and value-added products and services for the public safety industry.

# A History of Firsts

SCC's track record of significant industry "firsts" speaks for itself. No other organization in the public safety reakn can claim so many firsts:

- First fault-tolerant, geographically distributed Automatic Location Identification (ALI) and Selective Routing (SR) systems for E9-1-1
- First satellite-based E9-1-1 data delivery system
- First wireless 9-1-1 ALI system
- First spatial coordinate-based mapping display and management system
- First coordinate-based E9-1-1 call control system
- First network-based E9-1-1 Automatic Call Distribution (ACD) system
- First Internet application for E9-1-1 (9-1-1Net(r))

These accomplishments were made possible only through a cultural commitment to innovation and a strong fiscal contribution of corporate resources.

And, over the years, we have seen our role in the industry continue to expand. For example, because of our expertise, we actively take part in the development of standards to assist in the application of new 9-1-1 technologies in the rapidly evolving world of telecommunications.

Our commitment to public safety continues to be widely recognized. So today, just as in 1979, SCC devotes significant effort toward the research and development of enhanced products, services, and software for the public safety market place.

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#### George Heinrichs

Mr. Heinrichs is cofounder, president, and CEO of SCC Communications Corp. He has led SCC's growth as it has become the nation's largest provider of 8-1-1 technology solutions and services for the telecommunications and public safety industries. Prior to founding SCC, his public safety career included ten years of active involvement in state and national advisory boards for law enforcement information systems.



#### Stephen Meer

Mr. Meer is cofounder, vice president and CTO of SCC Communications Corp. In this capacity he works with the telecommunications and public safety industries to implement innovative technologies and systems in the 9-1-1 field. A 10-year veteran of public safety and a Charter-Certified Emergency Number Professional (ENP). Mr. Meer is actively involved in the key standards and technical committees associated with 9-1-1 and other emergency communications industries.



# Michael Dingman

Michael Dingman is the CFO of SCC Communications Corp. Dingman brings nearly two decades of diversified financial management experience to SCC. Prior to joining SCC, he served as CFO and treasurer of RMI.NET, Inc. He also has extensive experience in financial consulting as president and founder of an investment consulting firm.

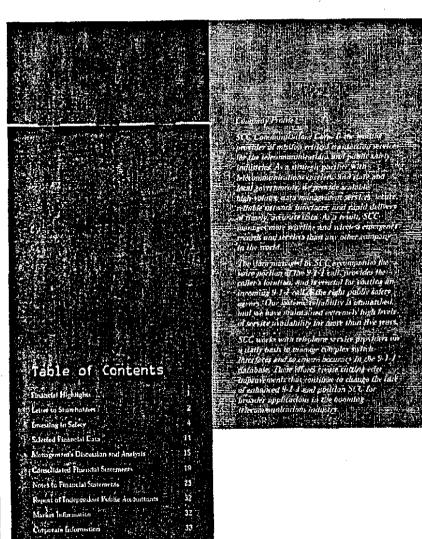
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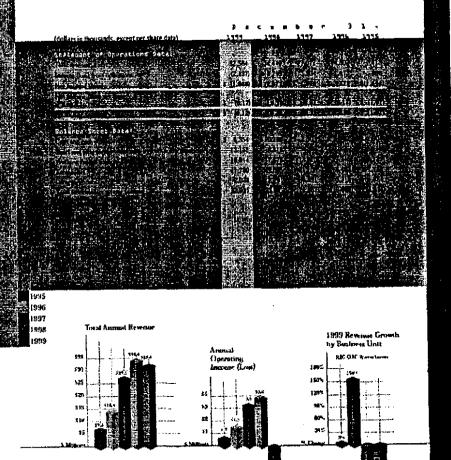


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www.scc911.com

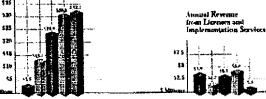


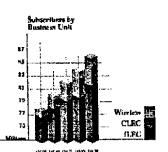


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#### The SCC Contribution

It's Sunday assuring and your fear-year-aid imperiently near into your backrooms to available you. She shakes you and calls your ninte. But you don't respond. She now review that answering is arrong and dish 9-1-1. As the calladest answers, the industries the problem but is unable to describe her address or bacation. The calladest stays on the first and enaments later, aftern can be based. You're created for severe altergies to row prostripaton yoth and will go home that you representation yoth and will go home that preventages.

Dialog 9-1-8 has become an instinct for American in react. A service ment of an give limit throughs to, 9-1-1 bevolves a multitude of routing, enapping, and detribute functions that must be enapping, and detribute functions that must be exactally timed and painwellingly received.

Whether you call 9-1-1 from Moreman or Purists, your call it enswered by a calitaber in your arms. Your address is displayed on the exemption streen, and help can be dispended without a word.

All whis—the call rousing and transmission of the caller's before mallow—happens in states accords and is helitiated by the systems.

Investing in Salviy

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Early on its the development of enhanced \$-1-1, howard-hooking
dudgment understood the significance of per-locating the \$-1-1
alles. It sequences a serie of mapping, nowton, and dutabase
activities to provide dutal consistenting the phone roundout of the
calles followed by the voltar potention of the \$-1-1 call. Every
physical location with a heighborn number is mapped for recursing
call souring. This shows the call so be directed to the callshafe in
the trace. During a \$-1-1 call, the height north-nowleve traggers the
display of attending selection on the callshafe conjugate to the
surred, and the semigrancy response unit arigined to that
street address. The callshafe traiters by however which response and
to sevel and where. Coasting location information from an other
hysterical collect in the voldet of an entergency no longer delays the

At the center of the inverteepe of 9-1-1—from caller, to phone network, to callaise, to reports must—be the detailure that candates the sewering terromation. The information contained in this distable must be updated delty. And it must be constained youtlaine. SCC to restricted to reaking this date on accurate as possible.

Americans are commandy smorting to new formitions, unliking own phrame lives, and changing acroice providers. This consists the total or change the \$1-1\$ damakes to the technic technicities record. The accuracy of the Mexics Seriest Address Guide (MASAG) is key to the propar routing of \$1-1\$ calls. Over 100 SCC data analysis and supervisors such with our clientist least jurisdictions are around the accuracy and timeliness of septiates. These data analysis pertodia impactor to stream than 1,000 MSAG constitutions, representing over 2,000 Public Safety Answering Polyna (PSAP) in 29 states. The SCC data energies hardle bare-of-desiration of MSAG requests feither adds, changes, or delicted annually. We compage over 20 million addocrable provide. One investment to makey state lower and contain where the disardations.











SLEC and Direct
Our ILEC business will influenced out supporting our screen. tecumbent local exchange curriers. These customers, emigrated primerity of Regional Reli Operating Companies, represented 82% of SCC's total revision in 1999. Our ILECs disjunctions the Eithborn of SCCs revenue and we continue to look for ways to man and ground their expectations. Notably, the EEC trustees unit aux a 6.5% increase in autocrities in 1999,

A significant development in whether services was the redwet of Emergency Warning and Execution\*\* (EWE\*\*) service in the fourth quarter of 1999, EWE to an advanced seleptions based emergency werning service. This service allows county and ray egenries in deliver vital arresponcy information to their rithers through a high-capacity telephone system. Flesh Strack, with Sen. biteuing in regar-Capacity compenses systems. I was stated, who were thereinful spikely, and however, stront from an artist was exemption of irrelations in which EME this be used in adultic people of the level of deeper and time best settlen, so cales. SCC approved in construct with a contract and the period of the contract and the period of the contract and th

In 1968, the Daniel business was algored a contract with the State of Tessa. This was the first time that a state government those on alternative provider for 8-1-1 data management. A plate test period was conducted in Tetras in 1999 so do enountest SCC's ability to Independently manage (in enhanced 9-1-1 database.

Dies on this maxima of the prior mas, als milition subscribers made a they on me mattern or tree page may be made and the enter the free measure, exponentioned to mention to DCC und, as of the enter the free measure, exponentional to our database. These records the new learn translational to our database. These records the new generating revenue for SCC. The rest of the committeed the restlictor Tests records will be translationed daring 2000. Sales offorts continue to leting the remainder of the approximately 12 andion available subscribers in the State of Teast to SCC.

SCC opened an office in Austin, Texas, in 1999. This facility will supplement our contenut tervier and support capabilities."

SCC is excurredly proud of our parametric with the stein of Teas. Our accomplishment there makes as a second for other states increased in providing polishin, technologistity advanced for public along second for providing polishin, technologistity advanced for public saling services.

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SCC manages over 90 million subscriber records

#### The SCC Contribution

It has been raining for days. Nearby dams see profilers. Experts gradies that, in less than an nour, the Mauri Dan Will break, Booding a scotheroid area of more than \$6,000 materials. Courty emergency coordinates activité their Emergency

While fixing direct, you receive a phone call tarriery a reservey tales many you of a posterital danger due to Soogleg from the Mason Days. -You are pained to evacuate transmittating and seek student at Parmoss Arms. You and your family me. sate, SCC's Emergency Warrang and Executation silices emergency coordinators to faunce an



#### . The SCC Contribution

You als down to dirraw and the phone rings, it's a subspheric provider offsting you lower rates.

Scannic grant, as you make the switch and lawy your original twispinson manning. While this apparess simple, the shifty to keep your existing religitors manked which switching providers has become one of the most significant challenges in account dy midmidshing the 9-1-1 decabase.

Established as part of the Telecommunications

Reform Act of 1995, Lucial Number Portshifting

(LNP) sequines a terries of pencinsly timed

transactions individuals talkpitone providers and the

9-1-1 classifiem. A luque terrowers these

transactions could result in relating

indicamation disting a 9-1-1 cell.

In January of 2000, SCC learneturd a new merclar testinates: LNP2000°s. Directed by a teams of specially trobraid number analysis, LNP2000 less testified in submential improvements in merclar order timing and administrative processing. LNP2000 is another exemple of SCC's offerts to reduce the time and food of measuress local service providers asset expend.

#### CLEC

Our Competitive Lated Exchange Carrier (CLEC) bedienes west creatives to be the facility growing assist of one business with its PEConnect<sup>24</sup> service officing. CLEC business represented 12% of SCC; total research 1999. CLEC senants became 1298. CLEC senants became 246% in 1999 as we strained it new CLEC collection. CLEC beforefore growen expansions are missing only in the haptwing of 1999 to over 3.1 resilition or the and of the year.

SCCs CLEC business until catabilished its Alliance Program at 1999. This program remains strategic partnerships with other businesses and vendom to devoting and all high-quality 91-1 Operations Systems Systems "81-1 CLSS" for the CLEC worket. Our elitanoss allow us so deploy (one-effective solutions to dry market sore explicit.

Among the gride for 2000 is the development of a series of products to increase automation, resulting in the delivery of more cost-effective sections. The plan also frameway up increasing the parameters of SCC and its value in the mathetplace. These goals will be accomplished by correlating to provide an unanyeased insel of automative service, representing the first of products and service of products and service of products and service of products and services offered by SCC, and stablishing participating with mour OSS entroites.





#### Window

Whereless Just as the madeternal drief some providers, enurgement marken supplier, and their vendous had craimment 9-1-1 days to a first scheme, along connect valents. Not for between was the Federal Constructional Commission. (FCC) remediate requiring the vehicles landstory to support in horizont 9-1-1 and provide fountion information to call wheth.

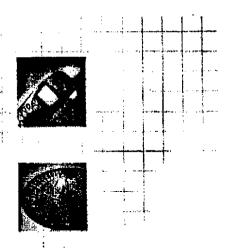
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The FCC's Presse II implementation schedule has been set for October 1, 2001 and emploies whether carrier to provide state practice caller facation beforemation. Through stategic affects SCC is used positioned as a femiling provide of Phone I used Phase II service in whether carriers with its 9-1-1-Connection service software to whether the service in the service of the service in the service

Despite delays and roofblocks experiented in rolling our Phase I, the Window humbroat other accounsed for 5% of SCC's seest revenue for 1999. The Window group revenue for increase of 100% in its substration bear for Phase 1 services during \$990, bringing total live substration on 228,000. The group has deriver representing 2.71, addition statements under contract.

Construint relicute of Phase I is a priority for SCC's Wareless business unit in 2000, and our assetagy for the deployment of our Planc II solution is aggressive. The result is an innervestive saluction for Phase I and Phase II and Phase III and Phase III and III and

Approximately 98,000 9-1-1 wireless calls are made daily



### The SCC Contribution

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#### Selected Figuretial Data

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1996 and 1995 are derived from undered Reservated statements not included to this fearural Report.

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See Note 2 of Notes to Persectal Statements for an exploration of the determination of the elements used in computing not income (loss) per where.

Management's Discussion and Analysis of Financial Condition and Results of Operations

This Amenal Report contains Surverd-looking statements that involve risks and uncertainties. Our actual results only differ interestily found the masks discussed in this former-looking statements. Factors that might cause such a difference suched, but are not literated in (1) literated under the contraction of the contraction of the contraction of the contraction of supplied to the contraction of elaptine of 3-1-1 sechanically by interests contraction.

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#### Dervice

Prior to 1995, substantially all of our revenue was derived from the safe of outware iterates and related forpicescentation services to ILECa and public select approxime. During 1994, we began streaming in infrastructure to provide our 9-1-1 OSS\* andictors to taleplanes especialing companies seeking our securities. We algored that first 9-1-1 data measurement contract to August 1994, and contribute to add to the number of research stream amengment. We began to recognize resume from extended to the contribute of the Contribute of

Our date outside and services represent to district from compacts with ILBCs, CLECs, whiches constan and a state againsy parament to which the provide the resourcing solution for our customers 9-1-1 data reanagement. Revenue Included in data maying make services grownilly technics a con-one fee for the design and implementation of the 8-1-1 CSS. rates of the contensors date to our systems, infring and training of personnel, and other costs required to prepare the the processing of customer date. Non-recurring few see rised on the percentige of completion section were the person required to perform the tasks necessary to propose for the making of companies duty. Our constructs also expensively allow citiy service for bound on the number of subscribe meands randor management, which is recognised in the period to which the services are sendered. Data management, services graphing also army technic processe from embanced products and mystem, which may include most requiring artifer recordily from which are represely stated in the contract and are recognized in the period in which the services are performed. Relaced costs are expensed as they are incurred. Data proregament provices revenue computed 99% of our total revenue in 1989 and 89% in each of the your ended December 31, 1999 and 4987.

Our fluxerura and implementation services reverses is elected fluxer contents with ILEC parameter to which we provide a 3-1-4 conformed fluxer or related products and services such as implementation, invitating, serferonce individually and services such as implementation, invitating, serferonce individually and interface and invitation as exclusions are the properties of the processing of the product of the

driving of the Viginies of new countries and completion of carbing restricts. Murgine on so each contracts to new fractions cannot be considered, the first included in the constant. We completed the Depress on desperations because of experimental contracts we had in place in a 1996 and old restricts a contract. We do not expect to present department of contracts. Whi do not expect to present department experiment convenient. Whi do not expect to present department department convenient which is not in the proposal properties of the properties of

During the year and/off December 31, 1999, we recognized approximately 81% of rotal reverse horn American British Chica and US WEST, each of which accounted for greater dwn 19% of our total revenue. During the year and/of December 31, 1996, we recognized approximately 73% of total revenue from American BetiSeash Inc. and US WEST, each of which accounted for greater than 10% of our total revenue. During the year winder December 31, 1991, we tercapited approximately 81% of cost arrenner from continuing approximately 81% of cost arrenner from continuing approximately from American, BetiSeash Inc. uset US WEST, which within the occounted december of the 10% of our total revenue.

fin the shird quactor of 1998, one of our Rosense and implementation services subsequent, Bell Adientic, who had emped with Nyvan, amountment than decision to standardize their 9-1-1 learnesses and software planform utiliting row-SCC systems that held been used by Physes prior to the semps. In the bount quarter of 1998, we entered into a Ternitantius. Self-terman and Rehmen Agreement with Bell Athentic, sorker women Bell Athentic prior to the resolution. The transition or one the cause of 1999, which which there we construct to support the systems broathed in Bell Athentic and coopersed delty on moure a sweath transition of that systems. Bell Athentic comprised approximately 8% of our case several on 1998.

As of Describer 31, 1989, we had not eperating less earry forwards of \$11.7 million smalleste to offset finance not be for U.S. federal income tax purposes. We revenue \$1.7 scatters of the reduction allower on our deferred tex assets in the year model Desputer 31, 1998 and seconded an additional feature the best of \$465,000 from continues appearing in the year ended December 31, 1999, as we believe that it is many likely then mot that such the largelite will be surfaced. Of the \$912,000 can be calle recorded in 1998, \$533,000 related to the matrimedicarry lane from early entinguishment of debt. We expect to backet insists in the most treat related to development outs for honese of debt. We expect marcial products and future tablife innerse may res he sufficient to making additional deferred the angle that will be countries by the projected net operating losses. Consequently, we presently expect our statement of operations will not reflect tak benefits for projected operating fomas to be incurred. during 2000.

In Just 1997, we said the not assets of our Provider Products
Division. The site of our Provider Providers Divisions resident to
a not less from the said of 2.2 0 million. Not losses from
appearatum of the division located \$875,000 and \$228,000 to
1997 and 1997, ampactively, and all provided the out-fraction
accenteess as less from operations of sitescentinum division. The
loss from discourtural operations in 1999 annualed from fine
clossout of unassigned seate acct and the remarkton of continues
to the company date opposite with division.

In Jame and Joly 1898, we completed in traited public offering of our consense proofs, which governors processed or \$25.0 million, we of the understrate's effecting contained before Ordering contained before the understrate's effecting contained before ordering contained before the containing the containing of the underwriters' over allowers expense. See New 2.0 order accompanying financial